

IOWAccess Advisory Council Meeting
Minutes of September 12, 2002
F i n a l

Present: Quent Boyken, Gail Flagel, Marsha Carter, Jane Ginapp, Herb Strentz, Marsha Ternus, Richard Neri, Mary Lundby, Miriam Ubben, Corlis Moody, Craig Hiemstra (by phone)

Absent: Libby Jacobs, Robert Dvorsky, Greg Stevens, Kelly Hayworth, Bob Skow, John Wellman, Sheila Castaneda

Guests: Larry Murphy, Dan Combs, Jenny Tyler, Clint Clark, Tim Erickson, Rich Varn, Diane Van Zante

1) Introductions – Quent Boyken (Council Chair) called the meeting to order. Council members were asked to introduce themselves. New member, Miriam Ubben, was introduced.

2) Comments by Council Chair - Due to quorum issues with past meetings, the council has not met for a while. Today we have a couple of fee issues to deal with.

a) ROI Process – State agencies submit proposals to advance the computerization of state government with pooled technology money appropriated by the Legislature. The Information Technology Department (ITD) and Information Technology Council are currently in the process of reviewing the proposals and will meet again next week. Last year very little money was appropriated, so very few of the projects were funded.

b) Other Comments – None.

3) Council Business – The IOWAccess Advisory Council is charged with recommending any fees in conjunction with Internet services.

a) Batch Driver's Information, Driver's Watch, Individual Driver Lookup - see below.

b) Hunting and Fishing Licenses – Dan Combs advised that the Department of Natural Resources currently has a seven year agreement with the Central Bank of Missouri to make hunting and fishing licenses available at kiosks at a number of locations. There is an interest in making this service available via the Internet. We propose that there be a \$1.00 fee, per transaction. If the regular fee is \$10, via the Internet it will be \$11. Senator Mary Lundby asked if this would generate revenue or just cover the cost. Dan advised that the dollar fee is primarily a convenience issue and will not generate revenue, at least not in the early years. Senator Lundby recommended that the fee be adequate (don't ask for \$1 now and 6 months later, ask for \$1.50). Even though the Internet fee is slightly higher, the citizen would still have the option to go to a bait shop or kiosk, so this proposal does not limit options, it increases them.

Quent Boyken read aloud the recommendation: The IOWAccess Advisory Council recommends that IOWAccess provide for the purchase through the Internet of State of Iowa hunting and fishing licenses and related permissions and stamps. The Council recommends that IOWAccess will provide those services for a fee of \$1.00 per transaction.

Dick Neri made a motion to approve the recommendation, seconded by Corlis Moody. Quent asked if there was any further discussion. One of the council members questioned if the \$1 fee was enough. Craig Hiemstra and Gail Flagel both mentioned that we need to make sure we cover our costs. Craig asked about processing and postage costs. Dan advised that he understood that Central Bank would still process the license and mail it, if necessary, etc. Marsha Ternus wanted to be sure that we weren't going to lose money. Dan indicated it was part of a larger package. Gail Flagel made a motion, seconded by Herb Strentz, that we table the vote until we conclude the discussion/vote on batch driver's information, driver's watch, and individual driver lookup.

a) Batch Driver's Information, Driver's Watch, Individual Driver Lookup – Quent read aloud the recommendation: The IOWAccess Advisory Council recommends that IOWAccess provide driver's information services including batch records, driver's watch and driver record lookup. The Council recommends that IOWAccess will provide those services for a fee of \$3.00 per record.

Dan gave some background and explained how these services are currently provided. In this case, the DOT would shut down its current electronic access system (they charge a statutory \$5.50 per record), and use the new electronic system, however paper-based information would still be available. The proposed \$3.00 fee would be in addition to the \$5.50 statutory fee. Tim Erickson (Iowa Interactive) talked about the

Nebraska project. They have had a substantial decrease in the number of folks coming to the counter. They also have the ability to turn the work around more quickly because their workload has decreased. We would be contracting with the National Information Consortium (NIC) on this project and part of the fee would be to cover their services. Senator Lundby asked what the DOT would do with the \$5.50 if we did the work? Rich advised that DOT gets the first million dollars, the rest goes to the general fund.

Jenny Tyler (Carney Law Firm) addressed the group, explaining that they represent a company in Minnesota named Explorer. Explorer purchases four types of information from DOT and ICIS. Of those, one is a monthly purchase of newly licensed drivers and updated license files (such as address changes). Currently they pay \$370 per month. Their cost would increase to \$726,000 if we implement a \$3.00 transaction fee per record. Jenny is asking that the council exclude this type of information (called a "header tape") from the service fee. Marsha Ternus asked if Jenny wanted an exclusion for this company or for this type of information. Dick Neri felt that we were in no position to vote on the matter at the present time, as there was no clear definition of what constitutes a "record." He did not feel comfortable voting on the issue. Gail agreed with Dick, further analysis is warranted. Senator Lundby asked if it is possible to have a threshold based on the number of records requested. Rich explained that the information we were speaking about is what's actually on the face of your license (same as the header information); the type of query we are referring to would be that plus your driving record (traffic violations, etc.), i.e., your full record. Rich stated that simple lookup information (front driver's license information) at a public terminal would not be affected. With several of the council members expressing uncertainty about this issue, Quent asked if there was any reason that this decision needed to be made today. Rich advised that it was a "time is money" issue and that we had actually been working toward this since the inception of IOWAccess. Quent expressed concern that in most cases we were offering additional options, not taking them away, but in this case, some services would be discontinued. Rich advised that the service that was going away was not one that was available to the general public, only to a limited group of authorized entities. Gail mentioned that we have to understand what the DOT does today in order to compare. Marsha Ternus stated that we were primarily talking about batch requests rather than individual requests. Quent agreed, primarily this applies to commercial enterprises (non-governmental entities). Marsha Carter asked how Nebraska was handling this. Rich advised that it is illegal in Nebraska to sell header information. It is legal in Idaho, they do sell batch information there and also sell it through NIC. Rich advised that's is also important to note that some new services and enhancements would be available in this new system. Tim advised that in Nebraska, Explorer has a special arrangement that was negotiated through the legislature. Miriam Ubben asked what Explorer paid for these items in other states and said she would like to see a comparison.

Herb mentioned there was currently a distinction between the intended use of a record versus whether or not you should pay for it. He cautioned about having a distinction between commercial and non-commercial uses. Marsha believes we are making a distinction between governmental and non-governmental, as opposed to commercial vs. non-commercial.

Senator Lundby said the whole idea of IOWAccess was to move to a fee-for-service because government was not going to operate the same way it had in the past. The board's job was not to interject personal biases, but to look at fair fees for services.

Marsha Ternus echoed everything that Senator Lundby said; the needed funds are not going to come from the legislature.

3a) Amended Recommendation: The IOWAccess Advisory Council recommends that IOWAccess provide driver's information services including full motor vehicle records, driver's watch and driver record lookup. The Council recommends that IOWAccess will provide those services for a fee of \$3.00 per record to nongovernmental users.

Quent conducted an oral roll call vote. A quorum of the members was available.

1. Quent Boyken- No
2. Herb Strentz- No
3. Dick Neri – No
4. Craig Hiemstra(by phone) – Yes
5. Jane Ginapp – Yes
6. Marsha Carter – Yes
7. Corlis Moody – Yes
8. Gail Flagel – Yes
9. Marsha Ternus – yes

10. Miriam Ubben - yes

The motion carried.

For future reference, the council would like some information on what the DOT does now and who would be affected. Herb suggested that we have a more detailed agenda to protect ourselves from any possible backlash from the public.

3b) Amended Recommendation: Gail made a recommendation to amend, seconded by Marsha Carter, the wording on the hunting and fishing language to reflect the words "up to a \$1.50." A vote was taken to approve the revised wording, as follows: The IOWAccess Advisory Council recommends that IOWAccess provide for the purchase through the Internet of State of Iowa hunting and fishing licenses and related permissions and stamps. The Council recommends that IOWAccess will provide those services for a fee of up to \$1.50 per transaction.

All voted aye.

Quent then called for an oral vote on the actual amendment itself. All voted aye, none opposed. The motion carried.

4) Information and Education

a) Security – Kip Peters, Chief Information Security Officer. With the elevation of the national alert to orange, Kip and Larry Brennan spent the last couple of days helping coordinate those efforts. The security enterprise policy was published. One of the things Kip is excited about is the certification and authentication program being put in place by the federal government. We continue to expand our intrusion detection system. We would like to expand the intrusion detection system to all state agencies. We are working on an anti-virus standard which we will manage centrally here. Public Key Infrastructure – we concluded six months of negotiation with Entrust recently by severing ties with them after being unable to come to an agreement. We are looking at other options, including doing the work ourselves. Herb commented that the focus was on the integrity of the system rather than message content.

b) Identity Security – item tabled/postponed

c) Enterprise Information Management – item tabled/postponed

d) State of Iowa Portal Update – item tabled/postponed

e) Knowledge Management – item tabled/postponed

f) ICIS Update – Larry Murphy (handout). The free portion of ICIS was opened on January 30, experienced overwhelming response, which resulted in major difficulties. Proactive measures were taken and the problems were resolved. Use ranges from 12-15,000 users per day, and about 75,000 hits per day. Most queries are for general case information, and general docketing information. On the non-fee portion, there are about 150 registered users and we are getting good feedback. Registration is self-directed and online. We do still have a two tiered system – electronic and paper. This system is all about access, not electronic filing. The website is: www.judicial.state.ia.us, then look for the bold blue button on the front page. Dick Neri mentioned that we need to track the savings. Marsha Ternus commented that the timing of making the information available online was fortuitous as the judicial branch budget cut resulted in personnel cuts in the Clerks of Court offices. Quent asked Larry to give another update at a future meeting.

Meeting Adjourned.